

VACANCY NOTICE

FOR OPPORTUNITIES IN RHODE ISLAND STATE GOVERNMENT

Description of Position	TITLE OF POSITION: Community Program Liaison Worker	CLASSIFICATION CODE: 02798300
	SALARY RANGE: (319A) 37618-41784	REFERENCE POSITION NO.: 1102-80601-86
	Department or Agency Name Dept. of Health	APPLICATION PERIOD: 2/4/13 to 2/10/13
	Division/Section/Unit Communications	GRACE PERIOD ENDS 2/13/2013 4:00 PM
	Assignment(s) / Comments	
	Shift and Days: M-F 8:30am to 4:00pm Non-Standard/Non Exempt	Job Location: Providence, RI
	Restrictions/Limitations:	
	Position Covered By Collective Bargaining Union Agreement Yes <input checked="" type="checkbox"/> No <input type="checkbox"/>	
	Name of Bargaining Unit Union: PSA/NEA RI DOH	
	There is* <input type="checkbox"/> is not <input checked="" type="checkbox"/> a Civil Service List for this position See A/B or Both for Specific Instructions	
* NOTE: If there is a list, only laterals (employees with the same title) or individuals certified by OPA may be appointed to this position		
General Information to Candidate	INSTRUCTIONS:	
	A. STATE EMPLOYEE LATERAL BIDDER: Bids are now being accepted for the position(s) indicated. If you are currently in this classification and wish to bid, please complete fully the CS-14 Application Form; and RIEEO 378 Affirmative Action Card. Remember to include, either <u>on the application</u> or <u>within a cover letter</u> , both the File Position Title and Number.	
	Most Important - Please include the following information:	
	<ul style="list-style-type: none"> The title of the position for which you are applying Title of your present position and date you entered it Date you entered State service 	<ul style="list-style-type: none"> Name of department where you are currently employed Your business telephone number Present Union Affiliations
	*** In certain agencies, bargaining union applicants will receive preferential consideration according to contract.	
	B. NON INCUMBENT/NON STATE EMPLOYEE APPLICANT:	
	If indicated above that <u>no civil service</u> list exists for this position, you need not be in the class of position, or be in State service to apply. All information requested on the application form must be furnished. The information you give will be used by the agency Personnel Office to determine your qualifications. If an item does not apply to you, or if there is no information to be given, write in the letters "N.A." for Not Applicable. If you fail to answer all the questions on the application form, you may delay consideration of your application.	
	C. AMERICANS WITH DISABILITIES ACT (ADA) PROVISIONS:	
	Reasonable Accommodations: If an applicant is unable to perform any essential job functions because of his/her disability but can achieve the required results by means of a REASONABLE ACCOMMODATION, then the individual shall not be considered unqualified for therefore the position.	
	Medical Information: Any medical exams required for this position will be performed after a conditional offer of employment has been made in accordance with the Rules/Regulations of the Americans with Disabilities Act (ADA).	
Statement of Duties	DUTIES / RESPONSIBILITIES:	
	Primary responsibility is to respond to incoming calls to the Information Line; understand the different programs in the Department, provide information and education, make referrals as needed; maintain/update program information, resource guides; to attend regular trainings from programs within the Department; understand and practice principles of good customer service; check messages and return calls to respond to messages left after hours; to have knowledge of L2K to renew health professional licenses, knowledge of Power Term system (provide information on Vital Records); knowledge of KIDSNET database (Reset users passwords); maintain caller database, analyze data, and create reports; serve as first tier of Informaion Line staff in the event of an emergency (e.g. flu vaccine shortages, Blackstone water system, etc.); to be able to work extended hours during emergencies; and to do related work as required.	
Minimum Education & Experience	EDUCATION / EXPERIENCE / SPECIAL REQUIREMENTS:	
	(A class specification describing the duties of the position and the minimum qualifications will be furnished upon request.)	
	Education: Graduation from a college of recognized standing; and	
	Experience: Employment in the field of health care or social services	
	Or: any combination of education and experience that shall be substantially equivalent to the above education and experience.	
Where to Apply	Apply within the application period as shown on this announcement. NOTE: Some State union contracts allow a 3 day grace period for receipt of CS-14 application or bid. This Office does not assume responsibility for applications sent through the mail. SEND RESUME or CS-14 Application to:	
	Sandra DaRocha	Fax and e-mail bids will no longer be accepted
	OHHS Human Resources Service Center	
	Benjamin Rush Bldg.	TTY/TDD # <u>711</u>
	55 Howard Avenue, Floor #2	(Telecommunication Device for the Deaf)
	Cranston, RI 02920	



STATE OF RHODE ISLAND IS AN EQUAL OPPORTUNITY/DIVERSITY EMPLOYER